



**qmuzik**  
technologies



# CUSTOMER SERVICE AND CONTRACT MANAGEMENT

Enterprise Resource Planning Solutions

WHO USES THE SOLUTION?

- Sales Consultants
- Project Managers

[sales@qmuzik.com](mailto:sales@qmuzik.com) | +27 (12) 640 3500 | [www.qmuzik.com](http://www.qmuzik.com)

## Customer Service and Contract Management

The Qmuzik Customer Service and Contract Management solution provides extensive tools to manage sales contracts and the complete fulfilment of the sales cycle. This incorporates the process of estimating, the generation of quotations, management of the sales forecast, the capturing of sales contracts, associated contract meta data and customer orders that drive the master production schedule.

Qmuzik's Customer Service and Contract Management provides a broad range of special features and functions catered to your business's needs.

### BENEFITS

- ✓ Standard Workbenches are provided allowing for real-time analysis of contract status.
- ✓ An array of Supply Chain activity analysis are subject to this such as
- ✓ Engineering Change Orders and Profit Margin Analysis.

### SYSTEM FEATURES

- ✓ Forecast and Release-driven Fulfilment.
- ✓ Real-time Available-to-Promise (ATP).
- ✓ Discrete fulfilment tactics by Contract.
- ✓ Sales Documentation.
- ✓ Field Service Order Fulfilment.
- ✓ Sales History.
- ✓ Customer-furnished Inventory (CFI).

# FUNCTIONALITY

- ✓ Discount matrixes and business tactics are highly scalable per trading partner, contract and product line.
- ✓ The integration with all resulting downstream business processes in the Supply Chain, serves to fulfil the stated customer demand.
- ✓ An inherent ability to cascade contract identification, contract specific requirements for quality, documentation, as well as contract priorities and legal requirements to all levels in the Supply chain.
- ✓ Configure to order options are provided for for multiple currencies, unit of measure conversions and tax policies.
- ✓ The benefits of real-time visibility into your supply chain are almost immediate. Not only can you see when there's a problem, but by using MRP software the problems get fixed faster too.
- ✓ Sales orders can also apply related government taxes for levies and surcharges and can auto-create provisions for warranty claims, risks, commission and others at time of shipping.
- ✓ Warranty and tracking details are recorded for each equipment item so that they can be maintained throughout the after sales cycle.





*Orchestrate Your Business With  
Integrated Technology*

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